

CONSUMER DISCOUNTS ON TELEPHONE SERVICE UNDER FEDERAL UNIVERSAL SERVICE PROGRAMS

"Lifeline Across America" is a federal/state working group that includes the Federal Communications Commission, the National Association of Regulatory Utility Commissioners, and the National Association of State Utility Consumer Advocates. The Working Group's mission is to provide information and resources regarding the Lifeline and Link-Up programs, which provide discounts to low-income consumers for telephone installation and monthly bills. www.lifeline.gov/lifeline_Consumers

The Federal Communications Commission, National Association of Regulatory Utility Commissioners, and National Association of State Utility Consumer Advocates have adopted the first full week after Labor Day as "National Lifeline and Link Up Telephone Discount Awareness Week." During the week of September 13 – 19, 2010, federal and state agencies and consumer advocates will be calling attention to the availability of these programs to ensure that more eligible consumers understand that this assistance is available. Several outreach tools to assist you are available at www.naruc.org/lifeline/.

Lifeline - Lifeline provides qualified consumers with a discount on monthly charges for their primary home phone line, even if it's a cell phone. If you qualify for this program, Lifeline can save you at least \$10 a month on your phone bills, depending on what state you live in and which phone company in your area provides this program. Some states provide more discounts to make local telephone service even more affordable. To determine if your state offers these additional discounts, contact your state's public utility commission, www.naruc.org/commissions.cfm.

Link-Up - Link-Up lowers the cost eligible consumers pay for setting up new phone service at their home, including cell phone service. Link-Up pays up to \$30.00 of a qualified consumer's home phone startup fees (even if it's a cell phone), not including the cost of the phone. Link-Up also lets consumers borrow up to \$200 of set-up fees, interest-free, for up to one year.

More detail about this program is available at: www.lifeline.gov/lifeline_Consumers.

To find out the criteria for your state, go to: www.lifelinesupport.org/.
For more information, please contact the Federal Communications Commission at 1-888-CALL-FCC or TTY 1-888-TELL-FCC.